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PATENT
010284 6-4-02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2161

In re application of

Smith et al.

Serial No. 10/074,325

Filing Date: February 12, 2002

METHODS AND SYSTEMS FOR
COMMUNICATING WITH SERVICE
TECHNICIANS IN A TELECOMMUNICATIONS
SYSTEM

INFORMATION DISCLOSURE STATEMENT

May 23, 2002

Commissioner for Patents
Washington, DC 20231

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Dear Commissioner:

Applicants, in accordance with the duty of disclosure pursuant to 37 C.F.R. § 1.56, hereby advise the United States Patent and Trademark Office of the references listed on the accompanying form PTO-1449 *Information Disclosure Statement by Applicant*. Copies of the references cited therein are enclosed.

Applicants note that although the cited references may be relevant to the examination of the above-referenced application, under 37 C.F.R. § 1.97(h), the filing of this

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I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.16 on the date indicated above and is addressed to the Commissioner for Patents, Washington, DC 20231

Information Disclosure Statement by Applicant "shall not be construed to be an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in § 1.56(b)."

Respectfully submitted,



Michael D. Lazzara
Registration No. 41,142

Attorney for Applicants

KIRKPATRICK & LOCKHART LLP
Henry W. Oliver Building
535 Smithfield Street
Pittsburgh, Pennsylvania 15222-2312
Telephone: (412) 355-8994
Facsimile: (412) 355-6501
E-mail: mlazzara@kl.com

Form PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)	Atty. Docket No. 010284	Serial No. 10/074,325
	Applicant Smith et al.	
	Filing Date February 12, 2002	Group



U. S. PATENT DOCUMENTS

Examiner Initial	Document Number	Issue Date	Patentee	Class	Sub-Class	Filing Date
	4,841,560	June 20, 1989	Chan et al.			
	4,922,516	May 1, 1990	Butler et al.			
	4,977,399	Dec. 11, 1990	Price et al.			
	5,687,212	Nov. 11, 1997	Kinser, Jr. et al.			
	5,896,440	April 20, 1999	Reed et al.			

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FOREIGN PATENT OR PUBLISHED FOREIGN PATENT APPLICATION

Examiner Initial	Document Number	Public. Date	Country or Patent Office	Class	Sub-Class	Transl Y N
	WO 00/02365	Jan. 13, 2000	WIPO			
	EP 0 712 227 A2	May 15, 1996	EPO			
	EP 0 712 227 A3	Nov. 24, 1999	EPO			

OTHER DOCUMENTS

(Including Author, Title, Date, Relevant Pages, Place of Publication)

Examiner	Date Considered
EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

Rev. 12/92